GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2998
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ACTIVITIES OF TOUTS AT RAILWAY STATIONS
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have taken any steps to tackle the problem of rush at railway ticket counters in the metropolitan cites of the country;

(b) if so, the details thereof;

(c) whether the Railways are aware of growing activities of touts inside and outside the railway stations in metropolitan cities; and

(d) if so, the steps taken by the Railways to check the activities of the touts ?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI NARANBHAI J. RATHWA)

(a) & (b): To tackle the problem of rush at Railway ticket counters at metropolitan cities of the country, railway has taken number of steps like introduction of Unreserved Ticketing System (UTS), reservation through internet, reservation through mobile phones, e-ticketing etc. Moreover, to reduce the long queues at reservation counters large number of travel agents have been authorised to book tickets through Internet.

(c) & (d): Instances of persons indulging in touting activities at railway stations do come to notice. Regular and surprise checks are conducted in and around reservation offices to curb the illegal activities of touts and other anti-social elements. Persons indulging in touting activities are dealt with as per relevant provisions of law. Strict disciplinary action is taken against the staff, if found conniving with the touts. Surveillance at reservation offices of all important locations including Metropolitan cities is stepped up during peak/rush periods. In addition, travelling public are advised through various media to desist from approaching unauthorized people for reservation.